







My HealthVet

Secure Messaging – Convenient Online Communication




Secure Messaging is an easy-to-use online messaging feature available through [My HealthVet](#). Similar to email, Secure Messaging allows you to send and receive messages, save drafts, review your sent messages and maintain a record of your conversations with VA care teams up to one year from the original date.

How Can Secure Messaging Benefit You?

Here are examples of ways VA Patients are already using the Secure Messaging feature.

	Pharmacy	Use Secure Messaging to ask questions about your prescribed medications and to request renewals.
	Non-Urgent Matters	Use Secure Messaging to communicate about non-urgent, non-emergency health related questions with your VA health care team and other VA staff (e.g., services your facility may offer through Secure Messaging such as administration, billing, pharmacy).
	Appointments	Use Secure Messaging to request, reschedule or cancel your VA appointments.
	Health Records	Use Secure Messaging to communicate with your health care team or ask your doctor to explain your latest test results downloaded via the VA Blue Button feature. Secure Messages saved to your VA medical record can be viewed in VA Notes through VA Blue Button.

How Do You Use Secure Messaging?

1. Login to your My HealthVet account. Note: you need a Premium account to access the Secure Messaging feature.
2. On your home page, select "Messages." 
3. Select "Open Secure Messaging." 
4. From here, you can choose to create a new message, read previous messages and review your conversations with VA care teams.
5. Select "Preferences" at the top right corner to update your email address and make other changes to Secure Messaging notifications.
6. To close Secure Messaging, select the "Close Secure Messaging" at the top right of your screen. 



My HealtheVet

Secure Messaging

How to Navigate Your Messages

The screenshot shows the My HealtheVet Secure Messaging interface. Red lines with labels point to various features:

- Create New Message**: Points to the "New Message" button in the left sidebar.
- Delete Selected Messages**: Points to the "Delete Selected" button in the "Inbox" header.
- Move Selected Messages to a Folder**: Points to the "Move Selected to ..." button in the "Inbox" header.
- Close Secure Messaging**: Points to the "Close Secure Messaging" button in the top right corner.
- Create Your Own Folders**: Points to the "add new folder" link in the left sidebar.
- Open Your Inbox, Drafts, Sent and Deleted folders**: Points to the "Inbox (0)", "Drafts [0]", "Sent", and "Deleted [0]" links in the left sidebar.
- Search Your Messages**: Points to the "Search..." input field in the "Inbox" header.

Sign up for the My HealtheVet Newsletter
<https://www.myhealth.va.gov/subscribe> to get the latest news!

Want More Information or Have Questions?

- Contact your local My HealtheVet Coordinator,
- Visit www.myhealth.va.gov and select "Contact" at the top right of the screen or,
- Call the My HealtheVet Help Desk at 1-877-327-0022 or 1-800-877-8339 (TTY), Monday - Friday, 7 a.m. - 7 p.m. (Central Time).



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 Veterans Health Administration
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